

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE
STATE OF CALIFORNIA**

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy (CARE) and Energy Savings Assistance Programs and Budgets	Application 11-05-017 (Filed May 16, 2011)
Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012–2014	Application 11-05-018 (Filed May 16, 2011)
Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U 39 M)	Application 11-05-019 (Filed May 16, 2011)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014	Application 11-05-020 (Filed May 16, 2011)

**ONE-HUNDRED AND THIRTIETH STATUS REPORT OF PACIFIC GAS AND
ELECTRIC COMPANY (U 39 M) ON THE RESULTS OF ITS ENERGY SAVINGS
ASSISTANCE AND CARE PROGRAM EFFORTS IN COMPLIANCE WITH
ORDERING PARAGRAPH 17 OF DECISION 01-05-033, ISSUED MAY 7, 2001**

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Dated: March 21, 2012

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In accordance with Ordering Paragraph 17 of Decision 01-05-033, the direction of Administrative Law Judge Gottstein at the July 11 and 28, 2001 status conferences, and the agreements reached between the utilities and the Energy Division on the format and content of the tables, Pacific Gas and Electric Company submits its attached one-hundred and thirtieth monthly status report on the results of its Energy Savings Assistance and CARE Program efforts, showing results through February 2012.

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Respectfully submitted,

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/s/

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March 21, 2012

Pacific Gas and Electric Company

Energy Savings Assistance (ESA)
AND
California Alternate Rates for Energy (CARE)

Program Monthly Report
For February 2012

(March 21, 2012)

PACIFIC GAS AND ELECTRIC COMPANY

**ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE PROGRAM
MONTHLY REPORT FOR FEBRUARY 2012**

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PACIFIC GAS AND ELECTRIC COMPANY

**ENERGY SAVINGS ASSISTANCE PROGRAM
AND CARE PROGRAM MONTHLY REPORT
FOR FEBRUARY 2012**

This Low Income Programs Monthly Report complies with low income reporting requirements established in Decision (D.) 01-05-033, as updated by D.08-11-031, requiring the utilities to comply with reporting and program evaluation requirements previously established for the California Alternate Rates for Energy (CARE) and Energy Savings Assistance (formerly known as Low Income Energy Efficiency (LIEE) programs. The utilities met with Energy Division staff to revise reporting tables and formats in compliance with the mandates of D.08-11-031 and now use the resulting Energy Division-approved monthly reporting format.

D.11-11-010 adopted bridge funding to June 30, 2012 for the CARE and ESA Programs to ensure continuity of the two low income programs until the Commission adopts a final decision on the CARE and ESA Program budget application for 2012-2014. This decision authorizes PG&E and the other IOUs to expend an amount not to exceed 50 percent of their respective 2011 budget level, from January 1, 2012 until June 30, 2012.

Table 1
Bridge Funding Budgets beginning January 1, 2012- June 30, 2012
Budget Summary

Utility	ESA Program	CARE	Total
PG&E	\$78,394,519	\$244,614,218	\$323,008,737
SCE	\$31,706,930	\$108,442,500	\$140,149,430
*SoCalGas	*\$39,128,134	\$71,244,819	*\$110,372,953
SDG&E	\$10,163,803	\$26,532,227	\$36,696,030
Total	\$159,393,386	\$450,833,763	\$610,227,149

*SoCalGas's bridge funding budget is augmented, and SoCalGas is authorized an additional \$6.06 million for its ESA program, for this bridge period, in addition to \$39,128,134 shown in Table 1 above.

1. Low Income Energy Assistance Program Executive Summary

The ESA Program provides free home weatherization, energy efficient appliances and energy education services to income-qualified PG&E customers throughout the Company's service area.

PG&E has offered energy efficiency programs to income-qualified customers in its 48 counties since 1983. The ESA Program's objective is to help income-qualified customers reduce their energy consumption and costs while also improving their quality of life. The

2009-2011 ESA Program authorized in D.08-11-031 is a resource program emphasizing long-term and enduring energy savings. It continues to serve all eligible low income customer populations by providing all feasible ESA Program measures at no cost to the customer through a direct-install, whole house approach. All housing types are eligible to participate and the ESA Program is available to both homeowners and renters.

1.1. Energy Savings Assistance Program Overview

The six-month bridge-funded 2012 ESA Program was adopted in D.11-11-010. PG&E's authorized program budget for the bridge period is \$78.4 million. The bridge program essentially authorizes the 2009-2011 program adopted in D.08-11-031 to be carried over through June 30, 2012.

PG&E's 2009-2011 ESA Program follows the policies and guidance given in D.07-12-051. D.07-12-051 established the following programmatic initiative for LIEE:

To provide all eligible customers the opportunity to participate in the LIEE programs and to offer those who wish to participate all cost-effective energy efficiency measures in their residences by 2020.

PG&E's ESA Program has treated 15,307 customers in 2012.

1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision 11-11-010:

Energy Savings Assistance Program Summary for Month			
2012	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$ 78,394,518	\$ 16,572,210	21.1%
Homes Treated	58,450	15,307	26.2%
kWh Saved*	na	5,180,309	na
kW Demand Reduced*	na	1,014	na
Therms Saved*	na	159,063	na

*Impacts for January 2012 are calculated based on West Hill Energy & Computing, 2005 California LIEE Program Impact Evaluation, Final Report (December 19, 2007). PG&E will update impact reporting for its February 2012 Monthly Report to use the ECONorthwest, 2009 LIEE Program Impact Evaluation, Final Report, as previously agreed.

1.2. Whole Neighborhood Approach Evaluation

In D.08-11-031, the Commission described a Whole Neighborhood Approach (WNA) to ESA Program installation, under which the IOUs install all feasible measures in the homes of eligible customers on a neighborhood-by-neighborhood

basis. The Commission believes this approach will increase energy savings, reduce overhead and transportation costs, and encourage leveraging with local entities.

1.2.1. Provide a summary of the geographic and customer segmentation strategy employed, (i.e. tools and analysis used to segment “neighborhoods,” how neighborhoods are segmented and how this information is communicated to the contractor/CBO).

PG&E identifies neighborhoods with large numbers of low income customers with the aid of census and other demographic information and correlates it with PG&E customer energy usage information, as directed in D.08-11-031. Key variables defined by the Commission in D.08-11-031 were high incidences of poverty and high energy use, as well as high energy burden and energy insecurity.¹

To identify potential neighborhoods to target for the low income programs, PG&E starts with its estimates of ESA Program eligibility by ZIP-7, derived from census data.² PG&E ranks ZIP-7 areas with the highest populations of estimated ESA Program-eligible customers³ in its service area, and correlates them with PG&E billing information, including information on PG&E customer energy use;⁴ the number of 48-hour shut-off notices sent; actual shut-offs over the last year; and the number of customers in PG&E’s Third-Party Notification Program.

¹ Energy burden is the percent of income that goes towards payment of energy bills, and energy insecurity refers to customers experiencing difficulty in paying energy bills and actual or threatened utility shut-offs.

² The joint utility methodology, which derives the number of customers potentially eligible for CARE and ESA (formerly LIEE) services in each utility’s service area, was adopted by the Commission in D.01-03-028, and is updated annually. Sources for this estimation include: the Commission’s current guidelines; current year small area vendor marginal distributions on household characteristics; Census Public Use Microdata Sample (PUMS) 2000 and PUMS 2007 sample data; utility meter and master meter household counts; Department of Finance CPI series; and various Geographic Information System (GIS) sources. ZIP-7s are smaller breakdowns of postal ZIP Codes that are used for small area research in census data. They are the smallest geographical area for which reliable income and demographic data is available.

³ Customers with household incomes at or below 200% of the Federal Poverty Level are eligible for both ESA and CARE.

⁴ To calculate energy use, PG&E’s electric customers were divided into low, medium and high tiers, based on their electric use at Tiers 1-2 (Low Electric Use below 130% of baseline), Tier 3 (Medium Electric Use from 131% to 200% of baseline) and Tiers 4-5 (High Electric Use above 200% of baseline). A customer is considered at the highest tier if they overused electricity during at least two months of the previous twelve month period. PG&E chose to use a two month tier trigger rather than a one month trigger to help filter out atypical usage patterns caused by unusual weather spikes, temporary home visitors, or other outlier events that are not indicators of normal household energy usage.

In order to accurately assess home energy use, a customer must have a minimum six month billing history to be eligible to participate in the program. Customers with less than a six month history will be re-evaluated after they have sufficient billing history.

PG&E also tiered gas usage and divided gas customers into Tier 1 below-baseline low usage customers, and Tier 2 above-baseline high usage customers. PG&E used the same two month trigger described above for electric tiering.

PG&E also correlates this data with the current CARE penetration rate, and the number of customers who have already participated in the ESA Program since 2002 (thus making them ineligible for participation at this time).

Finally, D.08-11-031 permits targeted self-certification and enrollment activities in areas of the IOUs' service territory where 80% of the customers are at or below 200% of the federal poverty line. (D.08-11-031, O.P.6) PG&E ranks ZIP-7 areas by percent of ESA Program estimated eligibility. As described above, areas with the highest estimates of eligibility, correlated with high energy usage, the number of 48-hour shut-off notices sent, actual shut-offs over the last year, and low previous ESA Program participation, are evaluated so that they can be selected first for the Whole Neighborhood Approach events. We anticipate that some of the areas selected will be over 80% ESA Program-eligible. These neighborhoods where over 80% of the customers are at or below 200% of the federal poverty level will be self-certified.

Using this information to help determine potential neighborhoods to approach, PG&E's ESA Program managers work with both internal and external groups to target and select neighborhoods. PG&E works closely with its ESA Program implementation contractors, CARE outreach contractors, PG&E local government relations and communications staff, and state Low Income Home Energy Assistance Program (LIHEAP) agencies to help establish contact with government representatives and neighborhood leaders.

In addition to neighborhoods identified and selected by PG&E for Whole Neighborhood Approach events, PG&E's contractors are also encouraged to suggest neighborhoods to target based on their knowledge of the areas in which they work. PG&E contractors are very familiar with the local neighborhoods in their assigned areas and currently use many strategies to enroll ESA Program customers, including canvassing neighborhoods; targeted direct mail; outbound calls; advertising in local venues; speaking to local groups; and outreaching at community events.

Where practical, PG&E coordinates ESA Program neighborhood events with scheduled CARE events such as "We CARE" or other community activities, including fairs or festivals, and publicizes them in advance through targeted mailings, door hangers, local community partners (e.g., civic and social leaders, churches, and low income service agencies), and local print, radio and television media. PG&E's outreach staff work to publicize and promote events with local community and civic leaders, and to enlist their support and partnership in making neighborhood events a success. PG&E contractors all carry door hangers to leave behind for customers that were not home at the time of the neighborhood visit. The door hangers include program and contact information so that the customer can schedule a visit.

1.3. ESA Program Customer Outreach and Enrollment Update

PG&E coordinates activities and advertising with other PG&E energy efficiency and rate programs likely to reach income-qualified customers and service providers. For example, PG&E's ESA Program contractors are required to inform customers about other programs for which they may be eligible. Additionally, PG&E automatically enrolls customers participating in the ESA Program onto the CARE discount rate.

PG&E employees regularly provide information on the company's low income programs at community events throughout PG&E's service area. These presentations educate customers about energy efficiency and inform them about assistance programs and opportunities available to them in multiple languages, including English, Spanish, Vietnamese, Chinese, Russian, Korean, and Hmong.

PG&E contracts directly with both community-based organizations (CBOs) and private contractors who provide a wealth of experience in the communities they serve. PG&E currently has 34 installation contractors including 11 CBOs and two appliance contractors who serve 48 counties. Of the 11 CBOs, six are LIHEAP agencies.

PG&E has three contracts with LIHEAP agencies that are not working within PG&E's ESA Program and is waiting for two more contracts to be signed. PG&E coordinates with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the ESA Program and LIHEAP to leverage their resources and help additional low income homes. Through February, no refrigerators have been installed.

1.3.1. Provide a summary of the Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

PG&E and its implementation subcontractors perform outreach for the ESA Program that targets income-qualified populations and other low income PG&E customers through a combination of bill inserts and direct mailings, outbound phone calls, text messages, public service announcements, ethnic and local media, community events and partnerships and other innovative approaches. Customers who call PG&E's customer service centers are referred to the ESA Program and assigned to a contractor in their area who sets up an appointment with them. PG&E subcontractors are provided access to a database containing current CARE customers in their contract area. The ESA Program also takes full advantage of CARE's successful marketing strategies by working closely with its outreach team.

In February, PG&E's ESA program rolled out the following direct mail initiatives:

- English/Spanish letters were mailed to 2,770 customers in the San Francisco Mission District who were not enrolled in the ESA Program.

In February, PG&E's ESA Program participated in the following outreach events where program representatives were available to answer questions and help customers enroll:

- The Chinese Community Street Fair in San Francisco on 02/11/2012
- Chinese New Year Celebration in Sacramento on 02/18/2012
- WeConnect Resource Fair in San Francisco on 02/26/2012

1.4. Leveraging Success Evaluation, Including CSD

- 1.4.1.** Please provide a status of the leveraging effort with CSD.
What new steps or programs have been implemented?
What was the result in terms of new enrollments?

PG&E, SCE, SDG&E, and SoCalGas met with CSD staff, representatives from several LIHEAP agencies and CPUC staff in Downey on April 29, 2009 to discuss leveraging opportunities. Ideas discussed included: developing a shared repository database that could include customers served and customers on wait lists by utilities and LIHEAP agencies; and sharing utility information with LIHEAP agencies about ESA Program customers who are found to be over the ESA Program income guidelines or require HVAC or other services which the utilities are unable to provide under ESA Program guidelines. PG&E has attempted to schedule follow-up meetings with CSD; however, CSD has been unable to attend. In the meantime, PG&E has also had conversations with individual LIHEAP agencies to come up with workable strategies and discuss how we can work together to implement them. One such series of meetings culminated in the successful Sacramento Avenues Weatherization Project with Community Resource Project and SMUD in April 2010. Following the success of this effort, PG&E is working to expand this project to other locations and to implement more leveraging projects with individual LIHEAP agencies.

1.5. Workforce Education & Training

- 1.5.1.** Please summarize efforts to improve and expand Energy Savings Assistance Program workforce education and training. Describe steps taken to hire and train low income workers and how such efforts differ from prior program years.

All contractors and subcontractors responsible for implementing the ESA Program are trained at the PG&E Energy Training Center (ETC) in Stockton California. Most of these ESA Program energy specialists and installation contractors are from the local communities in which they work. Because of the

slightly reduced unit goals for the first half of the 2012 ESA Program, fewer contractor Weatherization Specialists have been hired to implement it. In various capacities 115 individuals have been trained to deliver the ESA Program year-to-date.

PG&E selected and hired a consultant to conduct an on-line training pilot project through a Request for Proposal (RFP) process authorized by D.08-11-031. This pilot will explore what ESA Program training currently conducted on-site at the ETC can be moved to a web-based and/or off-site curriculum without decreasing effectiveness or results. Specifically, the pilot will evaluate the effectiveness of selected topics for on-line training in lieu of sending all students to a single location for all elements of the certification program. The integration of an on-line training component may reduce the training costs of ESA Weatherization Specialists by the participating ESA contractor, which could lead to the training of more individuals.

1.6. Miscellaneous

Energy Savings Assistance Program Coordination with the Single Family Affordable Solar Housing Program (SASH)

PG&E's ESA Program works with Grid Alternatives to deliver ESA services to customers that have been approved to participate in the Single Family Affordable Solar Housing Program (SASH). Grid Alternatives refers SASH-eligible homes to PG&E on a regular basis. If the customer has not yet participated in the ESA Program, the customer is placed in the program. The home is assessed, and delivery of all eligible measures is expedited. PG&E then notifies Grid Alternatives of the measures that were installed in the home. Grid Alternatives uses this data in their calculations to accurately size the SASH solar unit to be installed. In 2012, the ESA Program completed treatment of 11 homes that were selected for SASH program participation. PG&E supplied ESA measure installation data for 53 SASH-selected homes that were treated through the ESA Program in prior years.

2. CARE Executive Summary

The CARE program provides a monthly discount on energy bills for income-qualified households throughout PG&E's service area.

To qualify for CARE, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044.

2.1. CARE Program Summary

To ensure continuity of the CARE Program until the Commission adopts a final decision on the CARE budget application for 2012-2014, a bridge funding period beginning January 1, 2012 and ending June 30, 2012 was authorized in D.11-11-010 on November 10, 2011. The authorized bridge funding budget for PG&E's CARE Program is \$244,614,218 or 50 percent of authorized 2011 program budget.

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Actual Expenses Year to Date	% of Budget Spent
Outreach	\$2,835,500	\$826,889	29%
Automatic Enrollment	\$30,000	\$0	0%
Proc / Certification / Verification	\$1,000,000	\$331,323	33%
Information Tech / Programming	\$200,000	\$12,427	6%
Pilots	\$0	\$0	0%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$127,500	\$13,051	10%
General Administration	\$350,000	\$98,320	28%
CPUC Energy Division Staff	\$103,000	\$13,556	13%
Cooling Centers	\$114,500	\$(41)	0%
Total Expenses	\$4,760,500	\$1,295,524	27%
Subsidies and Benefits	\$239,853,718	\$134,319,563	56%
Total Program Costs and Discounts	\$244,614,218	\$135,615,087	55%

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,532,678	1,663,059	92.2%

2.2. Outreach

2.2.1. Discuss utility outreach activities and those undertaken by third parties on the utility's behalf.

PG&E performs outreach for the CARE Program that targets income-qualified customers through a variety of innovative approaches.

PG&E contracted with 122 Community Outreach Contractors (COCs) throughout its service area. These COCs represent a variety of communities, including African-Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, Laotian, Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities. Year-to-date, this initiative has generated 414 new enrollments.

PG&E maintained a CARE Facebook fan page to reach new customers of the web-savvy generation. The fan page served to increase awareness about the program and encouraged customers to apply online.

PG&E's CARE program enrolled eligible customers via automated phone calls, online enrollment, door-to-door canvassing, and local office partnerships:

- Automated Phone Calls – PG&E contracted with a third-party vendor to enroll new customers and recertify existing customers by telephone. Year-to-date, this initiative has generated 2,330 new enrollments and 14,978 recertified customers.
- Online Enrollment – PG&E utilized its website to enroll customers online. Year-to-date, this initiative has generated 6,760 new enrollments.
- Door-to-Door Canvassing – PG&E contracted with third-party vendors to conduct door-to-door outreach among urban and rural customers who have not responded to traditional outreach efforts. Year-to-date, this initiative has generated 1,084 new enrollments.
- Local Office Partnerships – PG&E partnered with local offices by placing self-service kiosks in the lobby. Customers were able to pick up, complete and deposit CARE applications while waiting in line. Year-to-date, this initiative has generated 1,731 new enrollments.

In February, PG&E's CARE program rolled out the following direct mail initiatives:

- English/Spanish Direct Mail – Applications were mailed to a targeted list of the following customer segments: Veteran (17,500), African American (4,500), Senior (112,000), Hispanic (49,000) and General (131,000). Year-to-date, this initiative has generated 494 new enrollments.
- English/Chinese Direct Mail - Applications were mailed to a targeted list of 5,500 Chinese customers. Year-to-date, this initiative has generated 17 new enrollments.
- English/Vietnamese Direct Mail - Applications were mailed to a targeted list of 2,000 Vietnamese customers. Year-to-date, this initiative has generated three new enrollments.
- Recertification – Direct mail pieces in English, Spanish, Chinese, and Vietnamese were sent to customers who had not recertified for CARE. Year-to-date, this initiative has generated 282 re-enrolled customers.
- Welcome Packet Insert – English/Spanish applications were inserted into new customers' welcome packets. Year-to-date, this initiative has generated 1,416 new enrollments.
- 15-Day Notice Insert – English/Spanish applications were inserted into customers' 15-day notices. Year-to-date, this initiative has generated 330 new enrollments.

In February, PG&E's CARE program participated in the following outreach events where program representatives were available to answer questions and help customers enroll:

- The Chinese Community Street Fair in San Francisco on 02/11/2012
- Chinese New Year Celebration in Sacramento on 02/18/2012
- WeConnect Resource Fair in San Francisco on 02/26/2012

2.2.2. Describe the efforts taken to reach and coordinate the CARE program with other related low income programs to reach eligible customers.

PG&E currently exchanges data with Southern California Edison (SCE) Company and Southern California Gas (SCG) Company to automatically enroll their CARE customers who also receive PG&E service. PG&E also participates in data exchanges of qualified low income customers with the Sacramento Municipal Utility District (SMUD) and Modesto Irrigation District (MID). PG&E provides natural gas in the SMUD and MID electric service areas and will automatically enroll qualified low income customers served by SMUD and MID in CARE.

PG&E utilizes an internal report to automatically enroll customers who receive LIHEAP and REACH payments. Year-to-date, 1,214 LIHEAP customers and 321 REACH customers have been automatically enrolled in CARE.

PG&E automatically enrolls customers that receive ESA Program services. Year-to-date, 2,568 ESA participants have been enrolled in CARE.

In addition, PG&E continues to integrate CARE and ESA outreach efforts to effectively provide eligible customers with the knowledge and tools to access all of PG&E's free energy services.

2.2.3. Recertification Complaints

D.08-11-031, Ordering Paragraph 90, directed the IOUs to report in their monthly and annual reports, the number of customer complaints received regarding CARE recertification efforts and the nature of the complaints beginning with the first report due on or about December 31, 2008.

PG&E reports that it received no complaints about CARE recertification in February.

2.3. Miscellaneous

D.08-11-031, Ordering Paragraph 64, granted the IOUs discretion about how to enroll eligible public housing residents in each of their service areas. In response, PG&E contracted with 12 Public Housing Authority (PHA) as a Community Outreach Contractor (COC) to enroll their eligible residents in the program.

3. Appendix: ESA Tables and CARE Tables

ESA- Table 1- ESA Program Expenses

ESA- Table 2- ESA Measure Installations and Savings

ESA- Table 3- Average Bill Savings per Treated Home

ESA- Table 4- ESA Homes Treated

ESA- Table 5- ESA Customer Summary

ESA- Table 6- Expenditures for Pilots and Studies

ESA- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Program Expenses

CARE- Table 2- Enrollment, Recertification, Attrition, and Penetration

CARE- Table 3- Standard Random Verification Results

CARE- Table 4- CARE Self-Certification and Self-Recertification Applications

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

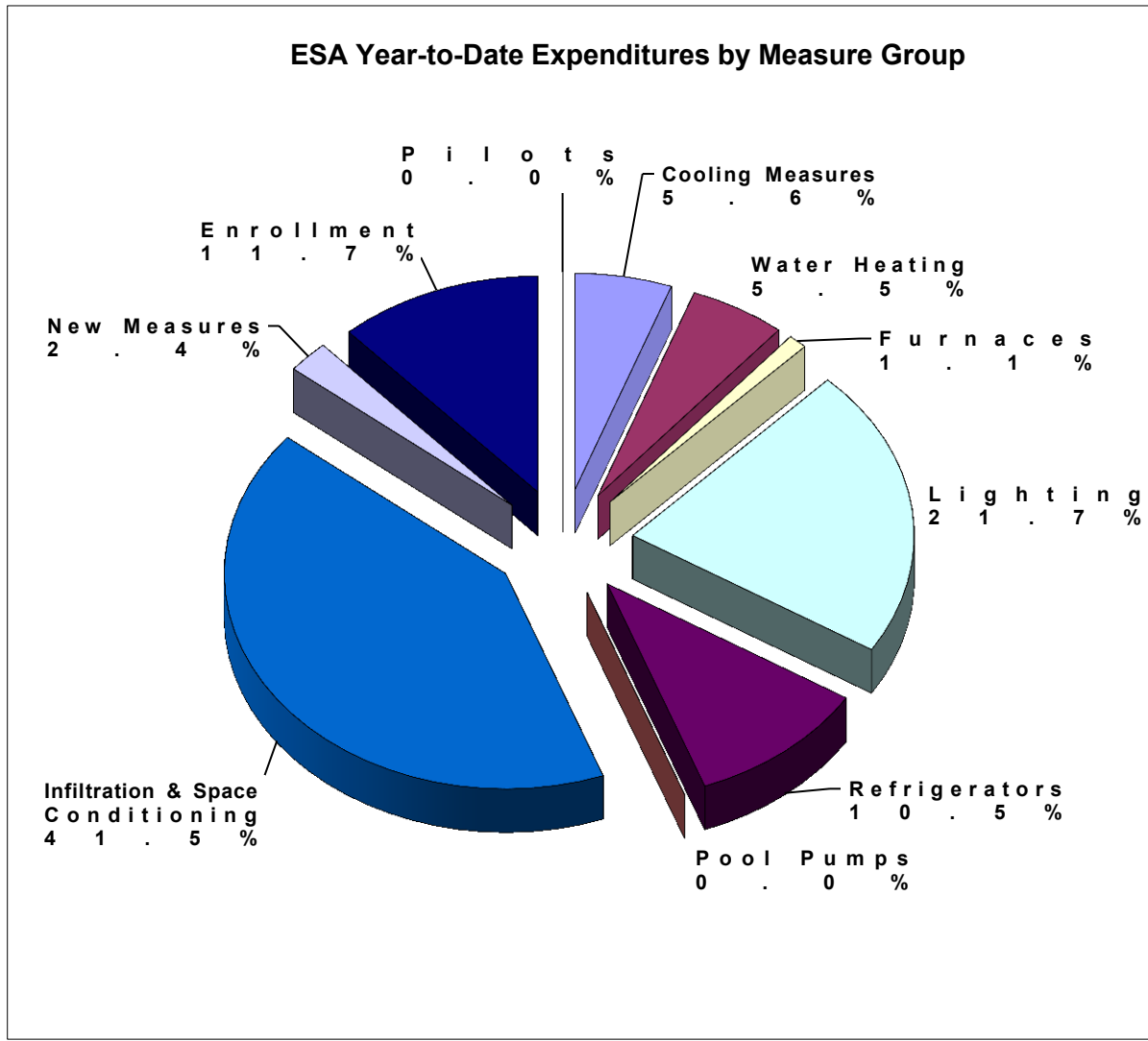
CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month-End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	ESA Table 1 - ESA Program Expenses - PG&E												
2	Through February 29, 2012												
3		Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent YTD		
4	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Energy Efficiency												
6	- Gas Appliances		\$ 8,467,875	\$ 8,467,875		\$ 873,856	\$ 873,856		\$ 1,354,118	\$ 1,354,118	0.0%	16.0%	16.0%
7	- Electric Appliances	\$ 29,900,799		\$ 29,900,799	\$ 3,473,780	\$ -	\$ 3,473,780	\$ 6,119,694	\$ -	\$ 6,119,694	20.5%	0.0%	20.5%
8	- Weatherization	\$ 3,750,966	\$ 21,255,477	\$ 25,006,443	\$ 510,544	\$ 2,893,080	\$ 3,403,624	\$ 893,084	\$ 5,060,809	\$ 5,953,893	23.8%	23.8%	23.8%
9	- Outreach and Assessment	\$ 537,695	\$ 289,528	\$ 827,223	\$ 60,332	\$ 32,486	\$ 92,818	\$ 112,402	\$ 60,524	\$ 172,927	20.9%	20.9%	20.9%
10	- In Home Energy Education	\$ 4,957,421	\$ 2,669,381	\$ 7,626,802	\$ 582,521	\$ 313,665	\$ 896,186	\$ 1,084,947	\$ 584,202	\$ 1,669,150	21.9%	21.9%	21.9%
11	- Education Workshops	\$ -	\$ -	\$ -							0.0%	0.0%	0.0%
12	- Pilot	\$ -	\$ -	\$ -									
13	- Cool Centers	\$ -	\$ -	\$ -							0.0%	0.0%	0.0%
14	Energy Efficiency TOTAL	\$ 39,146,882	\$ 32,682,260	\$ 71,829,142	\$ 4,627,176	\$ 4,113,087	\$ 8,740,263	\$ 8,210,128	\$ 7,059,654	\$ 15,269,782	21.0%	21.6%	21.3%
15													
16	Training Center	\$ 305,250	\$ 164,366	\$ 469,616	\$ 13,798	\$ 7,430	\$ 21,227	\$ 45,798	\$ 24,661	\$ 70,459	15.0%	15.0%	15.0%
17	Inspections	\$ 1,952,734	\$ 1,051,472	\$ 3,004,206	\$ 573,301	\$ 308,700	\$ 882,001	\$ 574,881	\$ 309,551	\$ 884,432	29.4%	29.4%	29.4%
18	Marketing	\$ 659,929	\$ 355,346	\$ 1,015,275	\$ 24,770	\$ 13,338	\$ 38,108	\$ 40,668	\$ 21,898	\$ 62,566	6.2%	6.2%	6.2%
19	M&E Studies	\$ 30,057	\$ 16,185	\$ 46,242				\$ (251)	\$ (135)	\$ (386)	-0.8%	-0.8%	-0.8%
20	Regulatory Compliance	\$ 115,554	\$ 62,222	\$ 177,776	\$ 9,902	\$ 5,332	\$ 15,234	\$ 20,188	\$ 10,871	\$ 31,059	17.5%	17.5%	17.5%
21	General Administration	\$ 1,185,601	\$ 638,400	\$ 1,824,001	\$ 80,151	\$ 43,158	\$ 123,309	\$ 161,518	\$ 86,971	\$ 248,489	13.6%	13.6%	13.6%
22	CPUC Energy Division	\$ 18,368	\$ 9,891	\$ 28,259	\$ 1,874	\$ 1,009	\$ 2,883	\$ 3,776	\$ 2,033	\$ 5,810	20.6%	20.6%	20.6%
23													
24	TOTAL PROGRAM COSTS	\$ 43,414,376	\$ 34,980,142	\$ 78,394,518	\$ 5,330,970	\$ 4,492,054	\$ 9,823,024	\$ 9,056,706	\$ 7,515,504	\$ 16,572,210	20.9%	21.5%	21.1%
25													
26	Funded Outside of ESA Program Budget												
27	Indirect Costs				\$ 83,470	\$ 46,087	\$ 129,557	\$ 109,415	\$ 61,396	\$ 170,811			
28	NGAT Costs					\$ 161,152	\$ 161,152		\$ 315,202	\$ 315,202			
29													
30													

	A	B	C	D	E	F	G	H
1	ESA Table 2 - ESA Measure Installations & Savings							
2	Pacific Gas & Electric Company							
3	Through February 29, 2012							
4	Year-To-Date Completed & Expensed Installations							
5	Measures	Units	Quantity Installed	kWh [5] (Annual)	kW [5] (Annual)	Therms [5] (Annual)	Expenses [6] (\$)	% of Expenditures
6	Heating Systems							
7	Furnaces [7]	Each	22	-	-	-	152,942	1.09%
8	Cooling Measures							
9	- A/C Replacement - Room	Each	236	25,635	39	-	308,614	2.20%
10	- A/C Replacement - Central	Each	-	-	-	-	-	0.00%
11	- A/C Tune-up - Central	Each	-	-	-	-	-	0.00%
12	- A/C Services - Central	Each	-	-	-	-	-	-
13	- Heat Pump	Each	-	-	-	-	-	-
14	- Evaporative Coolers	Each	698	350,941	414	-	469,396	3.35%
15	- Evaporative Cooler Maintenance	Each	-	-	-	-	-	-
16	- Clock Thermostat	Each	-	-	-	-	-	-
17	Infiltration & Space Conditioning							
18	Envelope and Air Sealing Measures [1]	Home	9,919	525,674	-	59,977	4,195,297	29.96%
19	Duct Sealing	Home	513	-	-	-	388,787	2.78%
20	Attic Insulation	Home	895	61,105	32	11,494	1,226,501	8.76%
21	Water Heater Savings							
22	Water Heater Conservation Measures [2]	Home	11,392	62,423	14	87,592	702,474	5.02%
23	- Water Heater Replacement - Gas [7]	Each	27	-	-	-	72,704	0.52%
24	- Water Heater Replacement - Electric [7]	Each	-	-	-	-	-	-
25	- Tankless Water Heater - Gas	Each	-	-	-	-	-	-
26	- Tankless Water Heater - Electric	Each	-	-	-	-	-	-
27	Lighting Measures							
28	- CFLs	Each	59,734	812,593	71	-	417,447	2.98%
29	- Interior Hard wired CFL fixtures	Each	27,624	1,189,174	136	-	2,145,291	15.32%
30	- Exterior Hard wired CFL fixtures	Each	5,899	254,837	29	-	475,673	3.40%
31	- Torchiere	Each	-	-	-	-	-	-
32	Refrigerators							
33	Refrigerators - Primary	Each	1,797	1,296,282	221	-	1,469,781	10.50%
34	Refrigerators - Secondary	Each	-	-	-	-	-	-
35	Pool Pumps							
36	Pool Pumps	Each	-	-	-	-	-	-
37	New Measures							
38	Forced Air Unit Standing Pilot Change Out	Each	-	-	-	-	-	-
39	Furnace Clean and Tune	Each	-	-	-	-	-	-
40	High Efficiency Clothes Washer	Each	-	-	-	-	-	-
41	Microwave	Each	-	-	-	-	-	-
42	Thermostatic Shower Valve	Each	-	-	-	-	-	-
43	LED Night Lights	Each	-	-	-	-	-	-
44	Occupancy Sensor	Each	2,687	107,211	11	-	151,799	1.08%
45	Torchiere	Each	2,425	494,433	49	-	187,102	1.34%
46	Pilots							
47	A/C Tune-up - Central	Home	-	-	-	-	-	-
48	Interior Hard wired CFL fixtures	Each	-	-	-	-	-	-
49	Ceiling Fans	Each	-	-	-	-	-	-
50	In-Home Display	Each	-	-	-	-	-	-
51	Programmable Controllable Thermostat	Each	-	-	-	-	-	-
52	Forced Air Unit	Each	-	-	-	-	-	-
53	Microwave [8]	Each	-	-	-	-	-	0.00%
54	High Efficiency Clothes Washer	Each	-	-	-	-	-	0.00%
55	Customer Enrollment							
56	- Outreach & Assessment	Home	15,307	-	-	-	153,030	1.09%
57	- In-Home Education	Home	15,307	-	-	-	1,487,140	10.62%
58	- Education Workshops	Participants	-	-	-	-	-	-
59								
60								
61	Total Savings/Expenditures			5,180,309	1,014	159,063	14,003,979	100%
62								
63	Homes Weatherized [3]	Home	12,691					
64								
65	Homes Treated							
66	- Single Family Homes Treated	Home	12,338					
67	- Multi-family Homes Treated	Home	1,852					
68	- Mobile Homes Treated	Home	1,117					
69	- Total Number of Homes Treated	Home	15,307					
70	#Eligible Homes to be Treated for PY[4]	Home	124,991					
71	% of Homes Treated	%	12.25%					
72								
73	- Total Master-Metered Homes Treated	Home	525					
74								
75	[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
76	[2] Water Heater Conservation Measures may include water heater blanket, low flow showerhead, water heater pipe wrap, faucet aerators.							
77	[3] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
78	[4] Based on Attachment H of D0811031							
79	[5] All savings are calculated based on the following sources:							
80	M&E is from Impact Evaluation of the June 2009 Version for the ESAP Program							
81	[6] Costs exclude support costs that are included in Table 1.							
82	[7] Includes both Replacement and Repair.							
83	[8] Microwave savings are from ECONorthWest Studies received in December of 2011							

	A	B	C	D	E	F	G
1							
2			Year-to-Date Expenses from ESA Table 2				
3							
4			Cooling Measures	\$778,011		5.6%	
5			Water Heating	\$775,178		5.5%	
6			Furnaces	\$152,942		1.1%	
7			Lighting	\$3,038,410		21.7%	
8			Refrigerators	\$1,469,781		10.5%	
9			Pool Pumps	\$0		0.0%	
10			Infiltration & Space Conditioning	\$5,810,586		41.5%	
11			New Measures	\$338,901		2.4%	
12			Enrollment	\$1,640,170		11.7%	
13			Pilots	\$0		0.0%	
14							
15			Total	\$14,003,979			
16							
17			ESA Year-to-Date Expenditures by Measure Group				
18							
19							
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22							
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	A	B
	Table 3 - Average Bill Savings per Treated Home	
1	Pacific Gas & Electric Company	
2	Through February 29, 2012	
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	5,180,309
6	Annual Therm Savings	159,063
7	Lifecycle kWh Savings	66,425,926
8	Lifecycle Therm Savings	1,350,464
9	Current kWh Rate	\$ 0.1016
10	Current Therm Rate	\$ 0.7764
11	Number of Treated Homes	15,307
12	Average 1st Year Bill Savings / Treated Home	\$ 42.45
13	Average Lifecycle Bill Savings / Treated Home	\$ 397.26

**ESA Table 4 - ESA Homes Treated
Pacific Gas & Electric Company
Through February 29, 2012**

County	Eligible Customers			Homes Treated Year to Date		
	Rural	Urban	Total	Rural	Urban	Total
ALAMEDA	-	182,884	182,884	0	1,176	1,176
ALPINE	241	-	241	0	0	0
AMADOR	5,244	-	5,244	61	0	61
BUTTE	13,133	28,600	41,732	530	0	530
CALAVERAS	9,238	33	9,271	112	8	120
COLUSA	3,041	17	3,058	111	0	111
CONTRA COSTA	-	99,276	99,276	1	741	742
EL DORADO	6,491	7,293	13,784	150	1	151
FRESNO	198	143,370	143,568	132	969	1,101
GLENN	4,780	-	4,780	155	6	161
HUMBOLDT	23,982	-	23,982	271	5	276
KERN	58,398	37,654	96,052	591	594	1,185
KINGS	8,779	243	9,022	48	0	48
LAKE	16,817	-	16,817	57	2	59
LASSEN	230	-	230	0	0	0
MADERA	5,987	13,644	19,631	196	1	197
MARIN	-	24,657	24,657	22	90	112
MARIPOSA	3,150	20	3,170	7	3	10
MENDOCINO	17,634	23	17,657	68	3	71
MERCED	19,945	19,511	39,456	443	366	809
MONTEREY	5,525	47,222	52,747	67	246	313
NAPA	-	16,534	16,534	15	166	181
NEVADA	13,728	-	13,728	158	2	160
PLACER	12,292	18,883	31,175	22	132	154
PLUMAS	3,509	-	3,509	0	0	0
SACRAMENTO	-	173,856	173,856	3	1,083	1,086
SAN BENITO	5,782	131	5,913	19	0	19
SAN BERNARDINO	381	55	436	0	0	0
SAN FRANCISCO	-	125,124	125,124	0	311	311
SAN JOAQUIN	10,309	80,307	90,616	78	954	1,032
SAN LUIS OBISPO	21,412	14,741	36,153	224	0	224
SAN MATEO	-	59,333	59,333	5	210	215
SANTA BARBARA	1,423	16,997	18,420	109	56	165
SANTA CLARA	4,183	147,706	151,889	29	1,727	1,756
SANTA CRUZ	-	30,261	30,261	46	148	194
SHASTA	13,970	14,483	28,453	50	176	226
SIERRA	346	0	346	0	0	0
SISKIYOU	27	-	27	0	0	0
SOLANO	-	43,282	43,282	21	376	397
SONOMA	3,333	58,213	61,546	120	455	575
STANISLAUS	29,853	37,795	67,648	135	311	446
SUTTER	-	14,516	14,516	164	0	164
TEHAMA	12,414	10	12,424	170	2	172
TRINITY	481	-	481	0	0	0
TULARE	7,644	680	8,324	101	6	107
TUOLUMNE	12,232	-	12,232	84	0	84
YOLO	-	27,902	27,902	78	161	239
YUBA	106	11,381	11,486	167	0	167
Total	356,241	1,496,636	1,852,877	4,820	10,487	15,307

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	ESA Table 5 - ESA Customer Summary - PG&E Through February 29, 2012																
2																	
3	Month	Gas & Electric				Gas Only				Electric Only				Total			
4		Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)		
5			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
6	January 2012	1,298	110,042	1,653,115	283.6	5,008	20,401	11,939	3.5	708	681	593,400	110.4	7,014	131,125	2,258,455	397
7	February 2012	1,810	134,198	3,940,245	747.7	10,901	24,103	127,081	4.0	2,596	763	1,112,983	262.1	15,307	159,063	5,180,309	1,014
8	March 2012																
9	April 2012																
10	May 2012																
11	June 2012																
12	July 2012																
13	August 2012																
14	September 2012																
15	October 2012																
16	November 2012																
17	December 2012																
18	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in ESA Table 2.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	ESA Table 6 - Expenditures for Pilots and Studies Pacific Gas & Electric Company February 29, 2012												
2													
3													
4		Authorized Bridge Year Budget			Current Month Expenses			Expenses Since January 1, 2012			% of Bridge Budget Spent		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7	-Meals On Wheels												
8	-On Line EP Training												
9	City of San Joaquin												
10	High Efficiency Clothes Washers												
11	CPUC-WE&T Pilot												
12													
13													
14	Total Pilots	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
15													
16	Studies:												
17	Low Income Non-Energy Benefits												
18	2009 Process Evaluation												
19	Household Segmentation Study												
20	Impact Evaluation												
21	Refrigerator Degradation Study	\$ 29,250	\$ 15,750	\$ 45,000	\$ -	\$ -	\$ -	\$ (251)	\$ (135)	\$ (386)			
22													
23													
24													
25	Total Studies	\$ 29,250	\$ 15,750	\$ 45,000	\$ -	\$ -	\$ -	\$ (251)	\$ (135)	\$ (386)			

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E
1	ESA Table 7 - PG&E				
2	Whole Neighborhood Approach				
3	Through February 29, 2012				
4	A	B	C	D	E
5	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year to Date
6					
7					
8					
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Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses - PG&E												
2	Through February 29, 2012												
3	Final	Authorized Budget (January-June)			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
4	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Outreach ^[1]	\$ 2,360,000	\$ 590,000	\$ 2,950,000	\$ 358,263	\$ 89,566	\$ 447,828	\$ 661,470	\$ 165,378	\$ 826,848	28%	28%	28%
6	Automatic Enrollment	\$ 24,000	\$ 6,000	\$ 30,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
7	Processing/ Certification/Verification	\$ 800,000	\$ 200,000	\$ 1,000,000	\$ 133,036	\$ 33,259	\$ 166,295	\$ 265,058	\$ 66,265	\$ 331,323	33%	33%	33%
8	Information Technology / Programming	\$ 160,000	\$ 40,000	\$ 200,000	\$ 7,221	\$ 1,805	\$ 9,027	\$ 9,941	\$ 2,485	\$ 12,427	6%	6%	6%
9													
10	Pilots												
11	Recert and PEV Non-Response Study	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	One-E-App	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Total Pilots	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15													
16	Measurement & Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Regulatory Compliance	\$ 102,000	\$ 25,500	\$ 127,500	\$ 7,067	\$ 1,767	\$ 8,834	\$ 10,441	\$ 2,610	\$ 13,051	10%	10%	10%
18	General Administration	\$ 280,000	\$ 70,000	\$ 350,000	\$ 36,657	\$ 9,164	\$ 45,822	\$ 78,656	\$ 19,664	\$ 98,320	28%	28%	28%
19	CPUC Energy Division	\$ 82,400	\$ 20,600	\$ 103,000	\$ 5,381	\$ 1,345	\$ 6,726	\$ 10,845	\$ 2,711	\$ 13,556	13%	13%	13%
20													
21	SUBTOTAL MANAGEMENT COSTS	\$ 3,808,400	\$ 952,100	\$ 4,760,500	\$ 547,626	\$ 136,906	\$ 684,532	\$ 1,036,411	\$ 259,113	\$ 1,295,524	27%	27%	27%
22													
23	CARE Rate Discount ^[2]	\$ 192,718,647	\$ 47,135,071	\$ 239,853,718	\$ 45,991,773	\$ 13,429,912	\$ 59,421,685	\$ 103,722,968	\$ 30,596,595	\$ 134,319,563	54%	65%	56%
24	Service Establishment Charge Discount												
25													
26	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 196,527,047	\$ 48,087,171	\$ 244,614,218	\$ 46,539,399	\$ 13,566,818	\$ 60,106,217	\$ 104,759,379	\$ 30,855,708	\$ 135,615,087	53%	64%	55%
27													
28	Other CARE Rate Benefits												
29	- DWR Bond Charge Exemption				\$ 3,478,393		\$ 3,478,393	\$ 7,587,169		\$ 7,587,169			
30	- CARE PPP Exemption ^[3]				\$ 6,176,233	\$ 1,597,179	\$ 7,773,413	\$ 13,239,505	\$ 3,873,898	\$ 17,113,403			
31	- California Solar Initiative Exemption				\$ 902,341		\$ 902,341	\$ 1,947,922		\$ 1,947,922			
32	- kWh Surcharge Exemption												
33	Total - Other CARE Rate Benefits				\$ 10,556,968	\$ 1,597,179	\$ 12,154,147	\$ 22,774,596	\$ 3,873,898	\$ 26,648,494			
34													
35	Indirect Costs				\$ 49,233	\$ 12,308	\$ 61,541	\$ 95,080	\$ 23,772	\$ 118,852			
36													
37	^[1] The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, Expanded Outreach and Cooling Center Expenses												
38	^[2] The Authorized Budget for the CARE Rate Discount is based on the estimate filed in A.08-05-022.												
39	Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.												
40	^[3] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.												
41	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E																	
2	Through February 29, 2012																	
3		Gross Enrollment										Attrition (Drop Offs)	Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)	
4		Automatic Enrollment						Capitation	Other Sources ⁵	Total (G+H)	Recertification		Total Adjusted (J+K)	Net (L-M)				Net Adjusted (N-K)
5	July 4, 1905	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SB580	Combined (B+C+D+E+F)											
6	January	0	1,967	0	0	0	1,967	391	33,446	35,804	51,520	87,324	38,234	49,090	-2,430	1,530,262	1,663,059	92%
7	February	0	2,136	0	0	0	2,136	256	28,912	31,304	36,144	67,448	28,888	38,560	2,416	1,532,678	1,663,059	92%
8	March																	
9	April																	
10	May																	
11	June																	
12	July																	
13	August																	
14	September																	
15	October																	
16	November																	
17	December																	
18	YTD Total	0	4,103	0	0	0	4,103	647	62,358	67,108	87,664	154,772	67,122	87,650	-14	1,532,678	1,663,059	92%
19																		
20	¹ Enrollments via data sharing between the IOUs.																	
21	² Enrollments via data sharing between departments and/or programs within the utility.																	
22	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																	
23	⁴ One-e-App is a pilot program set up by The Center to Promote Healthcare Access (The Center) and PG&E. The pilot will occur within two PG&E counties to implement a strategy of automatic enrollment for low income customers into the CARE program based on customers' applications or reapplications for related low income health and social welfare services (e.g., MediCAL, Healthy Families, CALKids, etc.). The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's service area as well as to the other IOUs.																	
24	⁵ Not including Recertification.																	
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																	

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H	I
1	CARE Table 3 - Standard Random Verification Results - PG&E								
2	Through February 29, 2012								
3	July 4, 1905	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped¹	% Dropped through Random Verification	% of Total Population Dropped
4	January	1,530,262	7,405	0.48%			0	0.00%	0.00%
5	February	1,532,678	5,950	0.39%			0	0.00%	0.00%
6	March								
7	April								
8	May								
9	June								
10	July								
11	August								
12	September								
13	October								
14	November								
15	December								
16	YTD Total	1,532,678	13,355	0.87%	0	0	0	0.00%	0.00%
17									
18	¹ Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
2	Through February 29, 2012						
3		Provided ²	Received	Approved	Denied	Pending/ Never Completed	Duplicates
4	YTD Total ¹	5,039,759	158,766	130,636	3,437	24,693	21,661
5	Percentage ³		100.00%	82.28%	2.16%	15.55%	13.64%
6	Footnotes: ¹ Includes sub-metered customers. ² Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation. ³ Percent of Received. Duplicates are also counted as Approved, so the total will not add up to 100%. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
7							
8							
9							
10							
11							

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County - PG&E									
2	Through February 29, 2012									
3	County	Estimated Eligible			Total Participants			Penetration Rate		
4		Urban	Rural ^[1]	Total	Urban	Rural ^[1]	Total	Urban	Rural ^[1]	Total
5	ALAMEDA	155,165	6	155,171	145,547	5	145,552	94%	77%	94%
6	ALPINE	0	239	239	0	20	20	n/a	8%	8%
7	AMADOR	2	5,198	5,200	0	4,358	4,358	0%	84%	84%
8	BUTTE	27,037	12,864	39,901	26,207	13,248	39,455	97%	103%	99%
9	CALAVERAS	33	8,975	9,008	43	6,121	6,164	129%	68%	68%
10	COLUSA	11	2,997	3,009	10	3,158	3,168	90%	105%	105%
11	CONTRA COSTA	90,333	0	90,334	92,991	1	92,992	103%	245%	103%
12	EL DORADO	7,281	6,460	13,741	6,310	6,437	12,747	87%	100%	93%
13	FRESNO	136,564	195	136,758	138,188	164	138,352	101%	84%	101%
14	GLENN	0	4,689	4,689	1	4,801	4,802	n/a	102%	102%
15	HUMBOLDT	0	22,960	22,961	0	22,062	22,062	0%	96%	96%
16	KERN	36,728	57,079	93,807	38,081	55,267	93,348	104%	97%	100%
17	KINGS	241	8,712	8,953	144	8,372	8,516	60%	96%	95%
18	LAKE	1	16,659	16,660	2	12,916	12,918	154%	78%	78%
19	LASSEN	0	230	230	0	204	204	n/a	89%	89%
20	MADERA	13,391	5,955	19,345	15,221	5,453	20,674	114%	92%	107%
21	MARIN	21,714	0	21,714	15,615	0	15,615	72%	n/a	72%
22	MARIPOSA	18	3,098	3,115	18	2,680	2,698	102%	87%	87%
23	MENDOCINO	28	17,337	17,366	6	12,021	12,027	21%	69%	69%
24	MERCED	19,127	19,121	38,247	19,229	19,414	38,643	101%	102%	101%
25	MONTEREY	43,472	4,803	48,275	35,124	5,392	40,516	81%	112%	84%
26	NAPA	15,334	0	15,334	12,646	0	12,646	82%	n/a	82%
27	NEVADA	14	13,471	13,485	5	10,332	10,337	36%	77%	77%
28	PLACER	18,497	11,508	30,005	14,477	8,943	23,420	78%	78%	78%
29	PLUMAS	136	3,366	3,502	19	2,012	2,031	14%	60%	58%
30	SACRAMENTO	144,269	0	144,269	122,281	0	122,281	85%	n/a	85%
31	SAN BENITO	128	5,648	5,776	92	5,005	5,097	72%	89%	88%
32	SAN BERNARDINO	54	382	436	52	325	377	97%	85%	87%
33	SAN FRANCISCO	85,002	0	85,002	73,132	0	73,132	86%	n/a	86%
34	SAN JOAQUIN	74,740	10,141	84,880	76,072	9,423	85,495	102%	93%	101%
35	SAN LUIS OBISPO	14,490	21,142	35,633	7,569	16,512	24,081	52%	78%	68%
36	SAN MATEO	50,239	0	50,239	44,729	0	44,729	89%	n/a	89%
37	SANTA BARBARA	16,684	1,373	18,057	17,364	884	18,248	104%	64%	101%
38	SANTA CLARA	123,890	3,926	127,816	120,281	3,246	123,527	97%	83%	97%
39	SANTA CRUZ	27,277	10	27,286	23,218	2	23,220	85%	21%	85%
40	SHASTA	13,834	13,623	27,457	12,944	11,481	24,425	94%	84%	89%
41	SIERRA	5	339	345	2	161	163	37%	47%	47%
42	SISKIYOU	0	27	27	0	10	10	n/a	38%	38%
43	SOLANO	39,783	0	39,783	40,933	0	40,933	103%	n/a	103%
44	SONOMA	54,796	3,261	58,057	45,633	3,018	48,651	83%	93%	84%
45	STANISLAUS	35,251	28,811	64,063	31,714	26,665	58,379	90%	93%	91%
46	SUTTER	13,257	1	13,257	13,389	0	13,389	101%	0%	101%
47	TEHAMA	13	12,279	12,292	11	11,904	11,915	86%	97%	97%
48	TRINITY	1	470	471	0	362	362	0%	77%	77%
49	TULARE	651	7,567	8,218	385	8,447	8,832	59%	112%	107%
50	TUOLUMNE	1	12,201	12,202	0	8,057	8,057	0%	66%	66%
51	YOLO	25,445	1	25,447	22,412	1	22,413	88%	75%	88%
52	YUBA	10,899	98	10,996	11,578	119	11,697	106%	122%	106%
53										
54	Total	1,315,837	347,222	1,663,059	1,223,675	309,003	1,532,678	93%	89%	92%
55										
56	[1] "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small									
57	towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.									
58	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

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	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results - PG&E							
2	Through February 29, 2012							
3	July 4, 1905	Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified ²	Participants Dropped ²	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
4	January	1,530,262	42,180	2.76%			0.00%	0.00%
5	February	1,532,678	50,299	3.28%			0.00%	0.00%
6	March							
7	April							
8	May							
9	June							
10	July							
11	August							
12	September							
13	October							
14	November							
15	December							
16	YTD Total	1,532,678	92,479	6.03%	0	0	0.00%	0.00%
17								
18	¹ Does not include participants who closed their accounts during the 90-day response period.							
19	² Results are tied to the month initiated. Therefore, results may be pending due to the time permitted for a participant to respond.							
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through February 29, 2012							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
5	Advancing Vibrant Communities, Inc.					0	0	0
6	Allen Temple Health and Social Services Ministries					0	0	0
7	Amador-Tuolumne Community Action Agency		X			13	0	13
8	American Canyon Family Resource Center		X			0	1	1
9	Anderson Cottonwood Christian Assistance					1	2	3
10	Arc of San Francisco					0	0	0
11	Area 12 Agency on Aging					1	0	1
12	Area Agency on Aging Serving Napa and Solano					0	0	0
13	Arriba Juntos					0	0	0
14	Asian Community Center		X			0	15	15
15	Asian Community Mental Health Services		X			0	1	1
16	Asian Pacific American Community Center		X			0	2	2
17	Asian Resources					0	1	1
18	Berkeley Housing Authority	X				0	3	3
19	Breathe California of the Bay Area					0	1	1
20	Building A Generation					0	0	0
21	California Association of Area Agencies on Aging	X			X	37	127	164
22	California Council of the Blind					0	0	0
23	California Human Development Corporation					0	4	4
24	Canal Alliance		X			0	1	1
25	Capture the Dream, Inc.					0	0	0
26	Catholic Charities Diocese of Fresno					0	7	7
27	Catholic Charities of the Diocese of Stockton					0	0	0
28	Catholic Council for the Spanish Speaking of the Diocese of Stockton					0	7	7
29	Center for Training and Careers, Inc.					0	2	2
30	Center of Vision Enhancement					0	0	0
31	Central California Legal Services, Inc.					0	1	1
32	Central Coast Energy Services, Inc.					6	36	42
33	Central Valley Opportunity Center					0	1	1
34	Centro La Familia Advocacy Services					0	1	1
35	Child Abuse Prevention Council of San Joaquin County					0	0	0
36	Child Care Links					0	0	0
37	Chinese Christian Herald Crusades					0	0	0
38	Chinese Newcomers Service Center					0	0	0
39	Communication Services, LLC					1	11	12
40	Community Action Marin		X			1	107	108
41	Community Action of Napa Valley		X			0	2	2
42	Community Action Partnership of Madera County, Inc.		X		X	1	8	9
43	Community Pantry of San Benito County		X			1	0	1
44	Community Resource Project, Inc.		X		X	1	63	64
45	Community Resources for Independent Living		X			0	0	0
46	County of San Benito					5	0	5
47	CSU Chico Research Foundation - Passages					0	0	0
48	Davis Street Community Center		X			0	2	2
49	Delta Community Services, Inc.		X			0	1	1
50	Disability Resource Agency for Independent Living					0	0	0
51	Dixon Family Services					0	1	1
52	Ebony Counseling Center					1	1	2
53	Familia Center					0	1	1
54	Filipino American Development Foundation					0	0	0
55	Folsom Cordova Community Partnership		X			0	0	0
56	Fort Ord Environment Justice Network					0	0	0
57	Fresno Center for New Americans		X			0	3	3
58	Friends of Emeryville Senior Center					0	0	0
59	Global Center for Success					0	1	1

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through February 29, 2012							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
60	GOD Financial Plan, Inc.					0	7	7
61	Greater Hill Zion Missionary Baptist Church					0	0	0
62	Habitat for Humanity, Stanislaus					0	0	0
63	Help Line Information & Assistance/Area 4 Agency on Aging					0	0	0
64	Heritage Institute for Family Advocacy					0	14	14
65	Hip Housing Human Investment Project, Inc.					0	0	0
66	Housing Authority of Alameda County	X				0	3	3
67	Housing Authority of the City of Fresno	X				0	2	2
68	Housing Authority of the County of Kern	X				3	2	5
69	Independent Living Center of Kern County, Inc.					1	2	3
70	Independent Living Services of Northern California					0	0	0
71	Instituto Laboral de la Raza					0	0	0
72	International Humanities Center dba The Companion Line					0	0	0
73	KidsFirst					0	1	1
74	Kimochi, Inc.					0	1	1
75	Kings Community Action Organization, Inc.		X			3	0	3
76	La Luz Bilingual Center					0	2	2
77	Lao Khmu Association., Inc.		X			0	8	8
78	Marin Center for Independent Living					0	0	0
79	Mendocino Latinos Para La Comunidad, Inc.					0	0	0
80	Merced County Community Action Agency		X	X	X	1	3	4
81	Merced Lao Family Community Inc.		X			1	5	6
82	Moncada Outreach	X				0	0	0
83	Monument Crisis Center					0	0	0
84	Mutual Assistance Network of Del Paso Heights		X	X	X	0	2	2
85	National Alliance on Mental Illness-Santa Clara County					0	0	0
86	National Asian American Coalition					0	1	1
87	Native American Health Center					0	0	0
88	New Connections					0	0	0
89	North Peninsula Neighborhood Services Center					0	0	0
90	Northeast Community Federal Credit Union					0	0	0
91	NuGate Group					0	0	0
92	Oakland Citizens Committee for Urban Renewal (OCCUR)		X			0	1	1
93	Opportunity Junction		X			0	1	1
94	People of Purpose					0	0	0
95	Plumas County Community Development Commission					1	0	1
96	Plumas Crisis Intervention & Resource Center					0	0	0
97	Project Access, Inc.					0	0	0
98	REDI (Renewable Energy Development Institute)					1	0	1
99	Redwood Community Action Agency		X			3	0	3
100	Resources for Independence - Central Valley					0	1	1
101	Resources for Independent Living Inc. - Sacramento					0	2	2
102	Richland School District	X				1	0	1
103	Rising Sun Energy Center		X			0	0	0
104	Ritter Center					0	1	1
105	Roseville Housing Authority	X				0	0	0
106	Sacramento Housing and Redevelopment Agency		X			0	2	2
107	Sacred Heart Community Service		X		X	0	12	12
108	Salvation Army Golden State Divisional Headquarters					2	39	41
109	San Francisco Community Power					0	6	6
110	Second Harvest Food Bank of Santa Cruz County					0	1	1
111	Self-Help for the Elderly		X	X	X	0	9	9
112	Shasta County Child Abuse Prevention Council		X			0	0	0
113	Silicon Valley Independent Living Center					0	0	0
114	Southeast Asian Community Center		X			0	2	2

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through February 29, 2012							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
115	St. Helena Family Center					0	5	5
116	Suscol Intertribal Council					0	1	1
117	Transitions Mental Health Association					0	0	0
118	United Way of Fresno County					0	0	0
119	Upwardly Global					0	0	0
120	Valley Oak Children's Services, Inc.					4	2	6
121	Vietnamese Elderly Mutual Assistant Association					0	0	0
122	Volunteer Center of Sonoma County					0	0	0
123	West Valley Community Services		X			0	2	2
124	YMCA of the East Bay West Contra Costa Branch		X			0	0	0
125	Yolo County Housing Authority	X				0	0	0
126	Yolo Family Resource Center					0	3	3
127	Yuba Sutter Legal Center					0	0	0
128	Total Enrollments and Expenditures					90	557	647
129								
130	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD							
131	adjustments.							

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	A	B	C	D	E	F	G	H
1	CARE Table 8 - Participants as of Month-End - PG&E							
2	Through February 29, 2012							
3	July 4, 1905	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration Rate	% Change
4	January	902,680	263,341	364,241	1,530,262	1,663,059	92%	-0.2%
5	February	903,085	264,803	364,790	1,532,678	1,663,059	92%	0.2%
6	March							
7	April							
8	May							
9	June							
10	July							
11	August							
12	September							
13	October							
14	November							
15	December							
16								
17	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							